



SUBSCRIBER ACKNOWLEDGMENT REPORT

August 31, 2005

SENT BY ECFS

Marlene H. Dortch, Commission Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW,
Washington DC 20554

Re: WC Docket No. 04-36
WC Docket No. 05-196

Dear Commissioner Dortch:

Following is an update on the actions taken by Optivon, Inc, to comply with the FCC VoIP E911 Order.

As requested we have:

1. Sent a letter to all our customers with the warning stickers (see exhibit A). The letter advised customers to place the sticker in the handset of the phone. The stickers indicated that E911 service was not available from their phone. Letter with the warning stickers was sent either by certified mail or with a messenger. As of the morning of August 30, we have received acknowledgment from 71% of our customers.
2. Received affirmative acknowledgment from 84.3% of our customers. Our July 29, 2005 letter re-confirmed to customers that services provided by Optivon did not support E911 access to emergency services.

	Number of Customers	% of Customers
Affirmative	59	84%

Acknowledgment Received		
Cancelled Customers	1	2%
Customers Pending Acknowledgment	10	14%
Total Customers that received E911 letter	70	100%

We estimate that 6 customers out of the 10 pending will not provide the acknowledgment.

3. Although the system allows for outbound dialing, all the customers that have not sent the Acknowledgment in fact do not use our service to generate calls (only used for inbound contact center/service dispatch calls). However, in order to fully comply with the FCC order, we will proceed with a “soft” disconnect in September 28, 2005. Until September 27, 2008 we will continue our efforts to obtain the Affirmative Acknowledgment.
4. Our plans for a “soft” disconnect considers that all non 911 calls will be routed to our customer service agents where they will be informed of the FCC requirements. All 911 calls will be routed to the Public Safety Answering Point (PSAP).

If you have any question you can contact me at 787-625-2720 or send me an email at rmorales@optivon.com

Regards,

Rafael Morales

Rafael Morales
Vicepresident

xc. Luis Romero Font, President

Exhibit A
Letter Sent to Customers



August 11, 2005

Name
Title
Company
Address
Address

RE: E911 Warning Labels

Dear (name of contact).

Recently we sent you a letter that advised you that, as established in the service agreement and terms of service, the service provided by Optivon to you does NOT support 911 or E911 access to emergency services. Optivon is working to meet the November 28, 2005 dateline for the provision of the required E911 service.

The FCC requires that we distribute to our existing subscribers warning stickers or other appropriate label warning you that the E911 service is not available.

Enclosed please find warning labels. We advise you to place the sticker in the handset of the phone that is interconnected with the VoIP service.

We are aware that some customers have not activated the facilities of Internet Telephony. If you are one of these customers, please disregard the label included with this letter. However please remember that you always can add VoIP service if desired. You just need to call our Agents at 787-625-2727 and ask for details.

Just as a reminder, if you have not acknowledge receipt of our July 29, 2005 letter by signing and returning it by fax (787-277-4110) by August 29, 2005 the FCC requires that we disconnect your service. Feel free to call us at 787-625-2727 if you have any questions.

Optivon is committed to meeting the demands of our subscribers for E911 as well as the FCC's requirements with the same diligence and seriousness with which we have always approached this important telecommunications issue.

Sincerely yours,

Optivon, Inc.

Luis G. Romero
President/CEO